

Quality Improvement Committee Feb. & March Meetings Report

Len Marowitz

April 6, 2016

Feb. 24, 2016

1. The ACCESS program has expanded and now receives over 3,000 calls and over 2,000 requests for service monthly.
2. The Rio Linda Crisis Residential Center will open in June.
3. Benchmark target times to obtain five different types of services were met due to larger percentages of both children and adults served in the first quarter of 2015/16 compared to the last quarter of 2014/15.

March 23, 2016

1. Smart Form, a new screening instrument to eliminate unnecessary tests is being used at UCD to reduce ER time and speed patients to hospital or crisis residential centers.
2. AVATAR is being programmed with more pop-ups to prevent incomplete or incorrect forms and bills from being entered.
3. The Intake Stabilization Unit (ISU) is having more contact with law enforcement in field to guide where individuals should be taken (ER, ISU or program) and the Mental Health Treatment Center is preparing for increase in law enforcement drop-offs.
4. A Performance Improvement Project has been approved to study the effectiveness of having ACCESS make the first appointment for new clients during their first call rather than having ACCESS contact the provider and the provider then call the client to make their first appointment, as is done now. The state wants to track the time from first contact to first offered appointment.